

Name: Student Support Services

Endorsed by: Continuous Improvement Committee

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## PURPOSE

Eagle Wing Education and Training (EWET) is committed to ensuring that all our students are provided with the same opportunities to undertake study and at the same time considering individual learning needs. EWET seeks to provide a supportive teaching and learning environment that is responsive to individual student needs.

EWET is able to offer flexible learning that allows students to create and establish a training regime that will meet the individual's needs. This means components of study can be undertaken via distance, online, face to face contact, email and phone support with Trainers and Coaches.

At the same time EWET recognises that, for a wide variety of reasons, students may not achieve the competent results of which they are capable. This document outlines the support available to all students.

## SCOPE

This policy applies to all members of EWET training and assessment community.

## RELATED DOCUMENTS

- Trainer Allocation Reports
- Trainer Schedules
- LLN Test
- Student Support Procedure
- Student and Employer Evaluations
- Student Selection Procedure

## RELEVANT STANDARDS, GUIDELINES & REGULATIONS

This Student Support Services Policy & Procedure document addresses:

- Chapter 3, Student Selection Procedure, supporting students (clause 1.7), keeping students informed (clause 5.4), managing complaints and appeals (clauses 6.1 to 6.6).
- Australian Qualifications Framework (AQF).

## POLICY

This policy is intended to provide staff and students with information regarding the facilities and resources that are available to students to support them with the academic and English language demands of their courses. The policy also outlines the expectations and responsibilities of staff to identify students with learning support needs and to direct them to or provide them with appropriate resources. Students deemed academically 'at risk' are defined and the support strategies in place for these students described in the Trainer Intervention- Students at Risk Policy & Procedure.

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**Internal Support Services Available:****Cultural Diversity and English as a Second Language (LLN)**

EWET are experienced in working with people from culturally diverse backgrounds and also who use English as a second Language. All EWET Trainers undertake professional development activities and are required to have the TAELLN411 Address adult language, literacy & numeracy skills' unit as part of their minimum requirements as a Trainer/Assessor.

**Computer Literacy**

Students requiring building computing skills can be provided with assistance in accessing appropriate computing training. EWET does have available the Microsoft products modules available through Catapult. The Operations, Support Services and Trainer/Assessors can all provide support in this area.

**Disability Support**

EWET always aims to provide open and accessible education for all. Our support services for students with hearing, physical, intellectual/learning, psychiatric, vision and neurological disabilities provide a range of services including:

- Pre-entry Counselling
- Tutorial support
- Note takers
- Interpreting assistance
- Modified assessment
- Modified learning materials
- Special equipment/aids
- Assistive technology
- Access and mobility support
- Special programs and courses

**Indigenous Students**

EWET VET Courses are also open and accessible to students who are indigenous. We can provide flexible options for indigenous students that will support study time, provide counselling and coaching, access to external support and networks in the indigenous community.

**Student Coaching**

Our Student Coaches will help support students overcome difficulties with study and to explore ways of improving study techniques. EWET Student Coaches may be some of the training and assessment staff or equally experienced staff who have expertise in being able to empower and coach participants.

The Student Coach will make themselves available via email or phone about all sorts of study matters, among them:

- Managing student time and workload
- How to stay on schedule
- Motivation and procrastination
- Assessment preparation
- Accessing tips and resources on academic writing in general and referencing
- Balancing responsibilities (home, family, work, study, etc.)
- Working out best study load

- How to communicate with your Trainer/Assessor
- Articulation pathways
- Suitable training plans
- Work Placement Scheme

### **Student Counselling**

Is a student struggling with a personal matter or worried about anything? Does it relate to their study or not?

All current EWET students can access free and confidential\* appointments with any member of our Senior Management Team. Although the senior management team may not be professionally qualified and experienced counsellors, they can certainly aid in the access of providing assistance with many issues, including:

- Dealing with study anxiety
- Stresses relating to student life
- Personal problems
- Health and welfare issues that are impacting upon your studies
- Professional and career concerns

Where the senior management personnel identify that more professional assistance is required they will also support in accessing these services on the students' behalf.

### **Study Skills and Assessment Preparation**

EWET Trainers/Assessors will assist students with their study skills and preparation. At the commencement of the qualification, students will be provided with their formal training plan or schedule of units with target end dates and the Trainer is to ensure progress is maintained over the period of the qualification.

### **Financial Support**

EWET offers payment plan options for students to be able to study. These payment plan options are available upon request.

### **External Support Services Available:**

#### **Work Placement**

EWET has a "Work Placement Scheme" which allows the students to undertake work placement as part of their learning program where this is applicable. The scheme consists of documents such as:

- Student Work Placement Scheme Kit and Application Form
- Host Employer Support Kit
- Work Placement Scheme Agreement
- Training Log Books to be completed in the workplace

#### **Addiction Support- (Drugs and Alcohol)**

Where a student has been identified or has identified themselves as requiring assistance in regard to addiction the Senior Management Team will assist to find an appropriate service.

## Inclusive Learning

Inclusive Learning is about a fair go to for everyone. Everyone has a right to learn, everyone can learn, but many people do not get fair access to learning opportunities. The QLD Government Training has published a series of publications on best practice for Inclusive Learning, one that is accessible to students is “**Love Aptually**”.

This resource has been designed to assist VET practitioners and learners to select applications (apps) for mobile devices that support inclusive VET teaching and learning. It highlights a number of mobile and tablet apps focusing on those that support:

- the development of foundation skills
- learners with disability.

<https://training.qld.gov.au/providers/inclusive/resources>

Below is a poster showing the different types of apps available and this poster and further information is available at the link mentioned above.

Department of Education, Training and Employment

## Apps for foundation skills

A few suggestions of apps that may assist .....



### Learning

  
Wunderlist

  
iStudyz Pro

  
Evernote

  
Idea Sketch

  
Corkulous

  
Khan Academy

### Numeracy

  
Elevated Math

  
iFormulas

  
Algebra Problem Solving Skills

  
Solids Elementary HD

  
ATMyPaper: Statistics

  
MathBoard

### Writing

  
Sentence Builder Teen

  
Essay Writing Guide

  
Good Reader

  
Grammar Up

  
Spelling Tutor

### Oral Communication

  
Notability

### Reading

  
MiniMod Reading for Inferences

  
Wikipanion

  
Conversation English HD

  
Vocabulary

'Love Aptually' has a great range of further suggestions. Find it on the QLD VET Development Centre website: <http://vetpd.qld.gov.au>

